

DEPARTMENT OF GENERAL SERVICES  
Records Management Division

SCHEDULE  
NO. 612-68

PAGE  
NO. 1 of 2

RECORDS RETENTION AND DISPOSAL SCHEDULE

DEPARTMENT OF LICENSING & REGULATION - HOME IMPROVEMENT COMMISSION

AGENCY

DIVISION

Item No.	Description	Retention
	<u>Supersedes Schedule 612-68 Dated Dec. 21, 1987</u>	
1.	<u>DAILY COMPLAINT LOG:</u>  The Daily Complaint Log is a computer generated report of all complaints received reflecting a control number assigned to the complaint, date complaint received, the name of the complainant, and name of the respondent.	Retain records either: A. Three Fiscal Years following end of Fiscal Year in which closing/cut off occurred; or if applicable, B. When all audit requirements have been fulfilled.  Whenever A or B, as appropriate, have been completed, Destroy Records.
2.	<u>COMPLAINTS:</u>  There are several basic types of investigation on inquiries which are recorded, controlled, and adjudicated by the Commission. Routine written complaint forms prepared by a complainant against a person performing home improvements are keyed into the computer. The complaint is classified and investigated. Each processing step is recorded from the time of receipt to final conclusion.	SAME AS ITEM #1

Schedule Approved by Department,  
Agency, or Division Representative

Schedule Authorized by

7/26/89 RB Sullivan Division  
Date Signature Title

8/3/89 [Signature] State Archivist  
Date Signature Title

DEPARTMENT OF GENERAL SERVICES  
Records Management Division

SCHEDULE  
NO. 612-68

PAGE  
NO. 2 of 2

RECORDS RETENTION AND DISPOSAL SCHEDULE

AGENCY		DIVISION
Item No.	Description	Retention
3.	<u>GUARANTY FUND CLAIMS:</u> Any owner who seeks compensation from a bond or the Home Improvement Guaranty Fund must file a claim form which is recorded, controlled and final adjudication is made by the Commission. A claim may not be brought against the Fund after three (3) years from the date that the claimant discovered the loss or damage.	SAME AS ITEM #1
4.	<u>APPLICATION FILE FOR CONTRACTORS, SUB-CONTRACTORS, SALESMEN, AND ADDITIONAL SALESMEN:</u> Application for Licensure or renewal of a license is keyed into the computer under the history screen of the applicant. The application or renewal application is filed numerically until the expiration of the licensing.	SAME AS ITEM #1
5.	<u>GENERAL ADMINISTRATIVE FILES:</u> This file consist of general correspondence pertaining to COMAR, Legislation, Attorney General's Office, Secretary of Licensing and Regulation. Also included is a Transitory File for inquiries and not of a permanent nature.	SAME AS ITEM #1

Schedule Approved by Department,  
Agency, or Division Representative

7/26/89 *RB Sullivan* *Sullivan*  
Date Signature Title

Schedule Authorized by

8/3/89 *Shirley L. Gunn*  
Date State Archivist

DEPARTMENT OF GENERAL SERVICES  
Records Management Division

SUPERSEDES #612-24

RECORDS RETENTION AND DISPOSAL SCHEDULE

SCHEDULE  
NO. 612-68

PAGE  
NO. 1 of 2

DEPARTMENT OF LICENSING & REGULATION - HOME IMPROVEMENT COMMISSION

AGENCY

DIVISION

Item No.	Description	Retention
1.	<p><u>DAILY COMPLAINT LOG:</u></p> <p>The Daily Complaint Log is a computer generated report of all complaints received reflecting a control number assigned to the complaint, date complaint received, the name of the complainant, and name of the respondent.</p>	<p>Permanent-Retained by Arbitration Unit.</p>
2.	<p><u>COMPLAINTS:</u></p> <p>There are several basic types of investigation on inquiries which are recorded, controlled, and adjudicated by the Commission. Routine written complaint forms prepared by a complainant against a person performing home improvements are keyed into the computer. The complaint is classified and investigated. Each processing step is recorded from the time of receipt to final conclusion.</p>	<p>The complaints are retained until micro-filmed and then the complaint documents are destroyed. Permanent-Micro-film reels retained by Licensing Unit.</p>
3.	<p><u>GUARANTY FUND CLAIMS:</u></p> <p>Any owner who seeks compensation from a bond or the Home Improvement Guaranty Fund must file a claim form which is recorded, controlled and final adjudication is made by the Commission. A claim may not be brought against the fund after three (3) years from the date that the claimant discovered the loss or damage.</p>	<p>The claim forms are retained until they are micro-filmed and then the documents are destroyed. Permanent-Micro-film reels retained by Licensing Unit.</p>

Schedule Approved by Department,  
Agency, or Division Representative

Schedule Authorized by

8/25/87

Date

Joseph T. Seidel

Signature

Director of  
Administration

Title

8/24/87

Date

Edward J. ...

State Archivist

Item No.	Description	Retention
4.	<p><u>APPLICATION FILE FOR CONTRACTORS, SUB-CONTRACTORS, SALESMEN, AND ADDITIONAL SALESMEN:</u></p> <p>Application for Licensure or renewal of a license is keyed into the computer under the history screen of the applicant. The application or renewal application is filed numerically until the expiration of the licensing.</p>	<p><u>Retain Until</u></p> <p>The application is micro-filmed and then the application is destroyed. Permanent-Micro-film reels retained by Licensing Unit.</p>
5.	<p><u>GENERAL ADMINISTRATIVE FILES:</u></p> <p>This file consist of general correspondence pertaining to COMAR, Legislation, Attorney General's Office, Secretary of Licensing and Regulation. Also included is a Transitory File for inquiries and not of a permanent nature.</p>	<p>Transitory files are routinely removed and disposed of; general correspondence is retained for three (3) years, then destroyed.</p>